



Office of Statewide Health Planning & Development

Division of Administration

2004 Employee/Client Services Evaluation Survey Results

Division of Administration includes Accounting Services, Budget Services, Business and Contract Services and Human Resources Units					
Rating Factors	Stongly Disagree	Disagree	Neutral/ Not Sure	Agree	Strongly Agree
The service I received was high quality.	1	2	3	25	88
The service given was helpful.	1	1	0	28	89
The information given to me was easy to undertand and follow.	1	0	5	32	79
My issue was resolved in an acceptable time frame.	2	1	4	22	88
The staff member assisting me was knowledgeable.	1	1	2	23	92
Staff's interaction with me was professional and courteous.	1	0	0	16	101
Staff ensured that I understood the information provided and my role in the process.	1	1	5	28	80
Sub-Totals	8	6	19	174	617
Percentages	0.97%	0.73%	2.31%	21.12%	74.88%
Number of Contacts	1	2	3	4	5
How many times did you contact the Division before receiving a response?	104	9	1	1	1
Percentages	89.66%	7.76%	0.86%	0.86%	0.86%
Timeframes	4 Hours or Less	1 Business Day	2 Business Days	3 Business Days	4+ Business Days
After your contact, within what time frame did you receive a response?	80	29	2	1	3
Percentages	69.57%	25.22%	1.74%	0.87%	2.61%
Role Awareness	Yes	No	N/A	---	---
Were you made aware of your role and the process involved in resolving your issue?	90	2	24	0	0
Percentages	77.59%	1.72%	20.69%	0.00%	0.00%
First Contact	E-Mail	Phone	Letter	Fax	Other
How did you first contact the Division of Administration?	46	47	0	0	16
Percentages	42.20%	43.12%	0.00%	0.00%	14.68%
Category	Staff	Mgmt.	Control Agency	Public Sector	Other
Employment Status	64	44	2	5	3
Percentages	54.24%	37.29%	1.69%	4.24%	2.54%